# Customer Relations

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# Customers and Partners

- Customer - pays for goods or services

- Partner - works with others toward a common goal

# Stakeholders

- Has an interest in an organization's success in delivering intended results and maintaining viability of products and services

- Influences programs, products, and services

# Who we are

## OACSIM Forward Operating Agencies

## IMA, CFSC, AEC

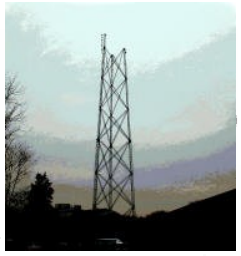
# Salient Points

- OACSIM, IMA, USACE and Garrison are Stakeholders in Army's success
- Supporting Districts remain key centers of expertise
- There exists a continuous need to educate installation personnel
- OACSIM, IMA, Major Commands and installations expect effective gate keeping from USACE
- We must achieve balance between installations "wants" and due diligence

# Salient Points

- Not all installations are IMA installations
- Expectations are the same for non-IMA installations

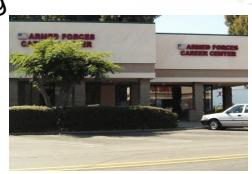
# No restrictions on due



Inleased Locations
Antenna space
Office space

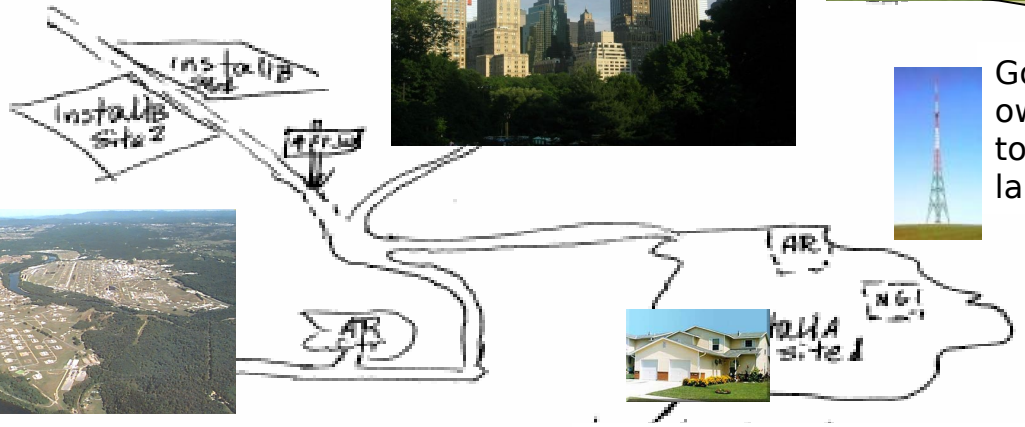
Joint Use

Store front Recruiting Office



Govt owned tower and land

GOCO




Private owner Government land

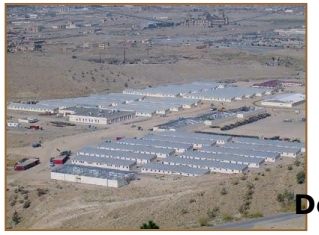


Army owned bldg

Subsurface interest

on leased land

DeCA commissary



**Down Range**

# Opportunities to Enhance

- Establish consistency across Districts in application of policies
- Establish common playing field
- Establish standard administration fees
- Identify opportunities for success
- Increase dialog among Stakeholders
- Maintain highest standards for all actions

# RECAP

**OACSIM, IMA and USACE must work together to accomplish Army's mission**

# QUESTIONS ?